

**U.S. Department of Commerce  
Bureau of the Census  
Recruiting Bulletin**

**Opening Date:** May 4, 2009  
**Closing Date:** July 31, 2009\*

**Recruiting Bulletin No.:** BOLCO-2124-11EXT  
**Springfield Local Census Office**  
**Springfield, MA**

\*This bulletin will remain open for a minimum of 10 days, or until sufficient applications are received.

**POSITION TITLE:** ASSISTANT MANAGER FOR TECHNOLOGY

**NUMBER OF VACANCIES:** One (1)

**PAY RATE:** \$40,040 per year, \$19.25 per hour

**EXCEPTED SERVICE APPOINTMENT:** Schedule A Appointment, not-to-exceed one year, with the possibility of an one year extension.

**AREA OF CONSIDERATION:** U.S. Citizens residing in Hampden County and the following towns: Brookfield, Charlton, Dudley, East Brookfield, Hadley, Leicester, N. Brookfield, Northampton, Oxford, Southbridge, South Hadley, Spencer, Sturbridge, Warren and Webster.

**WORK SCHEDULE:** This is a temporary, Full-time position. The incumbent of this position is covered by the mixed-tour employment program.

**WHO MAY APPLY:** U.S. citizens residing in the area of consideration (see above).

**DUTIES:** Incumbent is responsible for managing automation functions in the LCO. Individually, or through designated automation staff, is the first line of contact for all hardware, software, and telecommunication problems in the LCO and between the LCO and Regional Census Center (RCC). This job includes troubleshooting duties and evaluating, analyzing, and coordinating automation operations to efficiently support LCO functions. The individual is responsible for managing LCO support functions for Mobile Computing Equipment (MCE) to be used for automated data collection. Works under the direction of the Local Census Office Manager and provides technical guidance and support to Assistant Managers at the LCO, in such areas as: training; making adjustments to expedite production, including the scheduling and coordinating of data entry operations for optimal use of workstations and print devices; managing the property control system for Office Computing Equipment (OCE), MCE and peripherals; coordinating printing activities and assuring that printers are prepared to handle large, long-running print jobs without jams, breakdowns, toner shortages, and so on; and coordinating the workflow of documents in and out of the automation area. Selects and supervises Technical Support Supervisors and Inventory Control Clerk(s) responsible for supporting various automation activities. As needed trains, or supervises others to train, LCO office employees on software, hardware and automation operations. The incumbent will be responsible for installation and configuration support operations for OCE, MCE and associated peripheral devices. The incumbent will also lead all OCE, MCE and automation support efforts and coordinate resources to support all LCO data entry and related automation activities for the operations control system, asset management systems, and payroll and personnel system. The incumbent will be responsible for administering user accounts for the various programs utilized by the LCO staff.

The incumbent is responsible for the paper and automated tracking of property management to include: ensuring necessary forms are accurately filled out; property management systems are updated; and regular audits. The incumbent is also responsible for reporting and documenting lost, missing, and stolen equipment and the coordination

of warranty repairs. Under the direction of the RCC Support Staff, the incumbent will conduct on-site LAN/WAN hardware diagnostics for infrastructure cabling and hardware such as Customer Switching Unit /Digital Switching Units (CSU/DSU), router, switch, NetWare servers, Personal Computers (PCS), Voice over Internet Protocol (VOIP) telecommunications systems and printers. Supervises and performs troubleshooting duties by identifying problems with hardware or software and solves the problems when possible. For unresolved problems, records pertinent details about the problems, communicates them to the RCC Support Staff and resolves the problems by following instructions from the RCC. Works closely with the RCC Support Staff to develop solutions to problems. Works with the FLD Data Collection Automation (FDCA) Help Desk to obtain technical guidance. The incumbent will troubleshoot and maintain desktops configured with Microsoft Windows XP operating system. The incumbent will provide first-line support for various products, such as, MS Office 2007 and Microsoft Works v.9. Manages trouble-shooting of complex MCE hardware and software problems that could not be solved by field staff that use MCEs for automated data collection. Manages trouble-shooting of other automation problems related to systems, hardware, software, and telecommunications. Uses judgment in the management of trouble-shooting activities and schedules support staff for expected peak activity periods to manage the handling of incoming problems. Ensures that problem resolutions are timely and within quality guidelines.

## QUALIFICATIONS

To qualify for the Assistant Manager for Technology position, all applicants **MUST**:

1. Pass a written management test; and
2. Have at least the minimum experience in each of the areas contained in the **Evaluation Criteria** Attachment. For each of the three Evaluation Criteria statements in the attachment, select the letter that best describes your experience. You must have experience in all aspects of the work described in order to claim credit for any given level. If you do not meet any part of the description for a level, you may not take credit for it and must choose one of the lower levels that you do meet in full.

**APPLICATION DEADLINE:** Application materials must be received by the closing date of the recruiting bulletin. Applications received after this date will not be considered.

### CONDITIONS OF EMPLOYMENT:

- This is a Mixed-Tour work schedule that may be changed from full-time, part-time, or intermittent to accommodate fluctuating workloads.
- Candidates selected for these positions must sign agreements outlining the conditions of employment prior to the appointment.
- You will be required to complete a Declaration of Federal Employment (OF-306) to determine your suitability for Federal employment and to authorize a background investigation. You will also be required to sign and certify the accuracy of all the information in your application. If you make false statements in any part of your application, you may not be hired; or you may be fired after you begin work; or you may be fined or jailed.
- Public law requires all new appointees to present proof of identity and employment eligibility (e.g., U.S. citizenship).

- Payment of relocation expenses is not authorized.
- Veterans Preference- Applicants who do not provide the supporting documentation for the 10-point preference, but do provide the documentation for the 5-point preference will receive the 5-point preference only (until the documentation for the 10-point preference is received).
- Use of any government agency envelopes to file job application is a violation of Federal laws and regulations. Applications submitted in Government envelopes or via Government FAX machines will not be accepted.
- For further information on this vacancy you may contact the LCO Management team at 617-223-3700.

**THE U.S. DEPARTMENT OF COMMERCE IS AN  
EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**

THIS CENSUS BUREAU DOES NOT DISCRIMINATE IN EMPLOYMENT ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, POLITICAL AFFILIATION, SEXUAL ORIENTATION, MARITAL STATUS, DISABILITY, AGE, MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, OR OTHER NON-MERIT FACTOR.

CONTINUE!  
COMPLETE EVALUATION CRITERIA STATEMENTS



Applicants must complete the form below addressing each of the following and submit with application.

EVALUATION CRITERIA STATEMENT FOR ASSISTANT MANAGER FOR TECHNOLOGY	
COLUMN A	COLUMN B
<p>Applicants <u>are required</u> to answer each of the three questions below in Column A by indicating the best response <u>and</u> supporting that response in Column B.</p>	<p>Applicants <u>are also required</u> to complete the following:</p> <p>Indicate the job from your attached resume or other application form that verifies the answer you selected. <b>OR</b> Write in the space below your experience that supports your answer. In addition to listing your experience, you <b>must include</b> the employer's name and address, the title of the position, and the dates of employment.</p>
<p><b>Describe your experience managing automation functions to support field data collection activities and administrative programs.</b></p> <ul style="list-style-type: none"> <li>a. I have experience managing an automation operation for <b><u>all</u></b> of the following: field data collection activities, production, <b><u>and</u></b> administrative programs. This includes experience with servers, desktops, laptops, mobile computing devices, <b><u>and</u></b> systems for tracking and managing property. Additionally, I have experience troubleshooting complex automation related problems and implementing solutions to correct any deficiencies.</li> <li>b. I have experience managing an automation operation for <b><u>at least one</u></b> of the following: field data collection operations, production <b><u>or</u></b> administrative operations. This includes experience with servers, desktops, laptops, and mobile computing devices. I have experience resolving routine automation related issues.</li> <li>c. <b>I do not have managerial experience, but I have technical experience and/or related education providing knowledge of troubleshooting evaluating and analyzing.</b></li> <li>d. My experience is less than what is described above.</li> </ul>	<p><i>Indicate your letter answer here. Follow your letter answer with a description of your work experience that supports this answer.</i></p>

**EVALUATION CRITERIA STATEMENT FOR  
ASSISTANT MANAGER FOR TECHNOLOGY**

COLUMN A	COLUMN B
<p><b>2. Describe your experience demonstrating the ability to manage a time-critical automation support function through subordinate staff.</b></p> <ul style="list-style-type: none"> <li>a. I have experience with <b>both</b> of the following: managing at least one level/tier of subordinate management (e.g., I directly supervised either supervisor(s) or team lead(s)); <b>and</b> managing the implementation of solutions to correct complex problems regarding automation operation.</li> <li>b. I have experience managing a staff of automation operation technicians. I have lead teams involved in resolving automation related issues.</li> <li>c. <b>I do not have supervisory experience, but I have technical experience and/or related education providing knowledge of automated environments and troubleshooting automation related issues.</b></li> <li>d. My experience is less than what is described.</li> </ul>	<p align="center"><i>Indicate letter answer and write your supporting statement here.</i></p>
<p><b>3. Please select the answer that best describes your experience demonstrating your ability to effectively communicate automated related information to multiple levels of an organization.</b></p> <ul style="list-style-type: none"> <li>a. I have experience communicating automation-related issues to multiple levels of staff including managers. This includes communicating and resolving technical and non-technical automated related issues. I have experience providing training to automation and other organizational staff.</li> <li>b. I have experience communicating automation-related issues to subordinate staff. I have experience providing training to subordinate staff.</li> <li>c. I have experience working on a help-desk to resolve automation issues for staff. I do not necessarily have any experience training individuals or groups, but would be comfortable speaking in front of groups of employees.</li> <li>d. My experience is less than what is described above.</li> </ul>	<p align="center"><i>Indicate letter answer and write your supporting statement here.</i></p>

Application directions follow



Only complete applications will be given consideration for job vacancies. Please read through this guide carefully to be sure your application will be complete and eligible for consideration.

## **HOW TO APPLY**

### **1) Print this Bulletin**

### **2) Submit an application or Resume**

- Create a [Resume](#) or create an [Application for Federal Employment OF-612](#) (This form can be found at the bottom of the 2010 Census Jobs listing page of the Boston RCC website.) Make sure this application or resume best demonstrates your experience **RELEVANT** to the position you are applying. The following must be included on the OF-612 or resume:
  - Recruiting Bulletin number (e.g. BO-09-2111-AMR) and title of position.
  - Your full name (first, middle and last), mailing address (including zip code), day and evening phone numbers (with area code) and email address.
  - List of your work duties, accomplishments and skills (e.g. languages, computer) relating to the job for which you are applying; paid and non-paid related work experience. For each work experience include: job title, address, supervisor's name and address, starting and ending dates (month/year), hours per week (full time or part-time), salary, and indicate if we may contact your current supervisor/employer.
  - Last four digits of your Social Security Number (i.e. XXX-XX-9999).
  - Country of Citizenship (**this Federal Job requires U.S. citizenship**).
  - Veteran's Preference- Applicants claiming 10-point veteran's preference must submit an SF-15, Application for Veteran's Preference, with the required proof (i.e. statement from the Department of Veterans Affairs) and the latest copy of the DD-214, Certificate of Release or Discharge from Active Duty. If the Applicant does not provide the supporting documentation for the 10-point preference, they will receive the 5-point preference only (until the documentation for the 10-point preference is received).
- If you are a veteran:
  - veterans claiming 5-point preference must submit a member copy 4 of his/her DD-214
  - veterans claiming 10-point preference must submit a SF-15 with the required proof (i.e. statement from the Department of Veterans Affairs) and a member copy of his/her DD-214

### **3) Complete the Evaluation Criteria Statement at the end of the job vacancy bulletin and OF-306.**

- Evaluation Criteria Statement:
  - In "Column A" circle the answer which best fits your experience; circle an answer for all three questions.
  - In "Column B" add your own statement of applicable experience. Write the specific name of the position as listed on your OF-612/Resume, for each question, which supports your answer given in column A; **OR** write the employer's name and address, title of position, dates of employment and a detailed description of the experience which supports your answer. Include the actual number of employees you supervised. See example below.
  - Failure to support your answers with a detailed description of your experience may result in a lower rating or loss of consideration.

Each position has a  
different Evaluation  
Criteria Statement

EVALUATION CRITERIA STATEMENT FOR ASSISTANT MANAGER FOR RECRUITING	
COLUMN A	COLUMN B
<p>Applicants are required to answer each of the three questions below in Column A by circling the best response and completing the corresponding information in Column B.</p> <p>1. Please select the answer that best describes your experience managing a time critical recruitment operation.</p> <p>a. I have managed a geographically dispersed team of recruiters that included all of the following: a) managing at least two levels/tiers of subordinate management (e.g. I supervised manager(s) who, in turn, supervised other supervisor(s) or team-lead(s)); b) managing more than 20 employees; and that c) included all of the following responsibilities: directing and controlling all recruiting and testing functions; being responsible for the accomplishment recruitment goals; and development of recruitment strategies.</p> <p>b. I have managed limited recruiting activities including a) managing at least one level/tier of subordinate management (e.g., I supervised supervisor(s) team lead(s)); b) managing equal or more than 10 employees; and c) included some of the following responsibilities: administering the testing of applicants, accomplishing recruiting goals, and implementing recruiting strategies.</p> <p>c. I have been a recruiter and have supervised a staff of employees, but I have not had to supervise another recruiter/supervisor/team-lead and have supervised one level/tier of subordinate management, but the staff I managed was less than 10 employees. I have also been responsible for some of the following tasks: administering applicant testing, carrying out recruitment strategies and meeting individual recruiting goals.</p> <p>d. My experience is less than what is described above.</p>	<p>Applicants are also required to complete the following.</p> <p>1. Indicate the job from your attached resume or other application form that verifies the answer you selected. OR</p> <p>2. Write in the space below your experience that supports your answer. In addition to listing your experience, you must include the employer's name and address, the title of the position, and the dates of employment.</p> <p><i>Response must support answer circled in Column A.</i></p> <p>XYZ Company 1234 Lane Ave, Seattle, WA 98101 Recruiter, 5/2000-10/2005 As a Recruiter, I managed a staff of <u>12</u> employees; I was the <u>first-line</u> supervisor. As a Recruiter, I worked with the HR Dept. to determine the hiring need. I then created a strategy to recruit the required number of qualified applicants. I executed my strategy by...</p>

Circle the appropriate answer in Column A

Write a detailed description of your position and experience that supports the answer or refer to the specific position and description listed on your resume or application.

- Please complete [OF-306, Declaration for Federal Employment](#). This form can be found at the bottom of the “LOCAL CENSUS OFFICE MANAGEMENT POSITIONS” jobs listing page of the Boston RCC website.

#### 4) Schedule and Take Test:

- Call 888-812-8757 and sign up for a testing session before the closing date of the bulletin. Be prepared to provide the recruiting bulletin number.
- You will be required to complete an [I-9, Employment Eligibility Verification Form](#) at the testing session. Review the I-9 form at the bottom of the “LOCAL CENSUS OFFICE MANAGEMENT POSITIONS” page of the Boston RCC website for acceptable forms of identification to bring to the testing site. Please note that expired forms of identification are not acceptable.
- Bring contact information for 3 professional referrals to the test session.

#### 5) Mail, fax or email all application materials before the closing date of the bulletin:

- Please mail, fax or email all application materials to arrive at the Census Bureau before your testing session.
- Include the following:
  - ☐ Application for Federal Employment (OF-612), or a relevant Resume.
  - ☐ Completed Evaluation Criteria Statement with answers circled and supporting statements enclosed.
  - ☐ Completed OF-306.
  - ☐ If applicable: Veteran's Preference Documents
    - 10 point preference- submit SF-15, VA letter dated after 1991 and DD-214 with discharge information;
    - 5 point preference- submit DD-214 with discharge information.
- Send all application information to:
  - By mail: U.S. Census Bureau  
One Beacon Street, 7<sup>th</sup> Floor  
Boston, MA 02108  
Attn: LCO Management Team
  - By email: boston.rcc.lco.mr@census.gov
  - By fax: (617) 223-3675